

FLORIDA TELECOMMUNICATIONS RELAY SYSTEM

SUMMARY REPORT OF TEST CALLS BY FPSC

2002

(April 25, 2002, through September 24, 2002)

TDD TO TELEPHONE

Number of calls	286
Busy (Fast)	0
Busy (Station)	1
Failures	3
Call Successfully Completed	282
Answered within 20 sec.	272
Garbled Messages	0
Not Courteous	0
Average Feedback (sec.)	6.5

TELEPHONE TO TDD

Number of calls	462
Busy (Fast)	0
Busy (Station)	0
Failures	5
Call Successfully Completed	457
Answered within 20 sec.	446
Garbled Messages	0
Not Courteous	0
CA hard to understand	0

SUMMARY

ACTUAL

OBJ

MET

Total Calls	748		
Busy & Failures	8		
%Completion	98.8%	97.0%	Y
Answered	740		
Ans W/I 20 Sec	718		
% Ans W/I 20 Sec	97.0%	90.0%	Y
Garbled Messages	0		
Not Courteous	0		
CA hard to understand	0		
Average Feedback (sec.)	6.5	10.0	Y